Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 3.1 User Manual



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Revision History

Date	Version	Description	Author
06/15/2020	3.0	 PSO*7.0*610: Added <u>NOTE</u> to indicate a minor change in the display of the Station ID drop-down list in the Reports tab Updated Title page, Revision History, and Footers 	REDACTED
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Date	Version	Description	Author
		 Added the information for LOCKED BY column in the Patient Centric View section. Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-68 for updated layout Added Note and included Figure 3-48 to indicate to the user that a Provider's DEA# has expired in the Edit Provider section. Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in the Edit Drug/SIG section. Added description under Note for modified workflow in the Edit Drug/SIG section. Updated description for VistA Days Supply calculation in the Additional Field-level Information: section. Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in the Quantity/Days Supply work flow under Validate Drug/SIG >> Edit: section. Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code' with "Substitutions" in the Complete Orders from OERR and Patient Prescription Processing section. Added Note describing eRx Date, Date Written, Issue Date and Written Date fields in the Complete Orders from OERR and Patient Prescription Processing section. 	
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10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC.	Technatomy
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11/15/2017	1.0	Baseline release: Updated Table of Figures.	Technatomy

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		Updates based on feedback from HPS. Updated screenshots and verbiage throughout the document, formatting and sections Inbound ePrescribing Workflow and Summary Screen, Pharmacy Management section. Updates made based on changes made during SureScripts Certification and IOC Production Testing	

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Unit 5. Cancel R_x Requests and Responses

The Cancel R_x Request is sent by the external/non-VA provider for an original New R_x so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a New R_x (or auto-Discontinue in Outpatient), VA Pharmacy sends back either an automated or manual Cancel R_x Response. When an automated Cancel R_x Response is sent to the provider's EHR system, user intervention is not required. When a user has to take action on the prescription for which a Cancel R_x Request has been received, the user may send a manual Cancel R_x Response.

Cancel R_x Request in the eR_x Holding Queue

When a Cancel R_x Request is received in the Holding Queue, it is displayed in the list view in one of the actionable statuses until it is acknowledged. Depending on the status of the New R_x on which the Cancel R_x Request has been received, the status of the request is changed according to the status of the New R_x prior to canceling or auto-Discontinuing. For a full list of Cancel R_x Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in this guide.

Once the request is acknowledged, it is no longer displayed in the list view. Cancel R_x Request messages may be retrieved at any point using $\langle MV \rangle$ Message View and/or $\langle SR \rangle$ Search.

- 1. From the eR_x Holding Queue List screen, type <MV> Message View.
- 2. Type Cancel Request.

The Cancel R_x Request message statuses are displayed in the "Status" column on the eR_x Holding Queue. For Cancel R_x Request statuses, refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B.

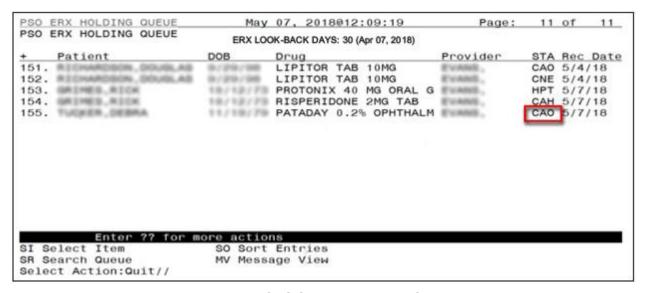


Figure 5-1: CAO Status in Holding Queue

Cancel R_x Response in the eR_x Holding Queue

There are two types of Cancel R_x Responses:

- Approved
- Denied

Approved

An Approved Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has been able to successfully cancel or auto-Discontinue the original New R_x .

- In most cases, the system sends an automated Approved Cancel Response to the requesting non-VA Provider.
- In certain cases, the system only cancels the original New R_x in the Holding Queue and does not send an automated response. In these scenarios, the user can acknowledge the request and send a manual response.

Denied

A Denied Cancel R_x Response is sent back to the requesting non-VA Provider when either the system or the user has not been able to successfully cancel or auto-Discontinue the original New R_x .

- At this time, there is no automated Denied Cancel R_x Response sent from VA Pharmacies to the requesting non-VA Provider.
- When the user has not been able to locate and cancel/auto-Discontinue the original New R_x or when the user has chosen not to cancel/auto-Discontinue the original New R_x , the user may acknowledge the request and send a manual Denied response.

For more information on this, please refer to the Cancel R_x Process section in this guide. For more information on how to acknowledge a Cancel R_x Request, please refer to Acknowledge: Hidden Action for Cancel R_x Request section in this guide.

Cancel R_x Request Message Details View

The Pharmacy user may select the Cancel R_x Request message from the Holding Queue to view the message details in the Message Details View.

- 1. From the eR_x Holding Queue List screen, type <MV> Message View.
- 2. Type Cancel Request.

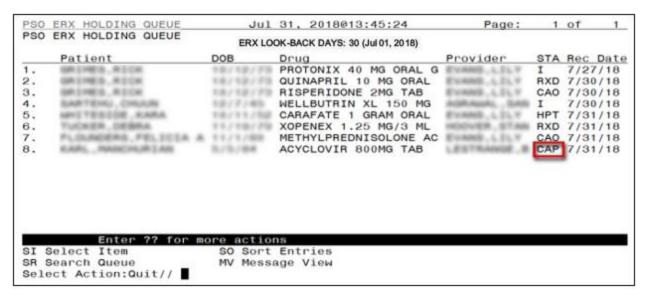


Figure 5-2: Holding Queue List View

3. Select the desired record from the list.

The Cancel R_x Request message details display.

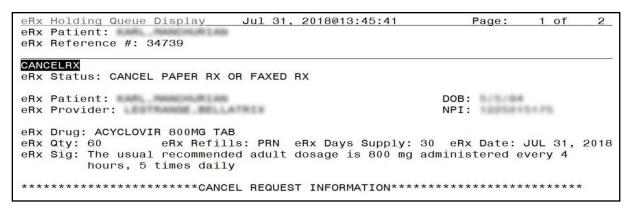


Figure 5-3: Cancel Rx Request Details

The user may continue to scroll through the Cancel R_x Request Details page to view Cancel Request Information.

```
eRx Holding Queue Display
                          Jul 31, 2018@13:45:48
                                                      Page:
                                                              1 of
eRx Patient:
eRx Reference #: 34739
eRx Provider:
                                                  NPT: 1225015175
eRx Drug: ACYCLOVIR 800MG TAB
                eRx Refills: PRN eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Qty: 60
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
        hours, 5 times daily
Request Status: CANCEL PAPER RX OR FAXED RX
Requested By:
Request Date/Time: JUL 31, 2018@13:44:26
Original eRx not found in Hub and/or in Vista.
Request Comments:
        Enter ?? for more actions
  (VALIDATE PATIENT)
                       VM (VALIDATE PROVIDER)
                                              VD (VALIDATE DRUG/SIG)
                       RJ (Reject)
  Print
                                              AC (Accept eRx)
  (Hold)
                       UH (Un Hold)
                                              RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-4: Cancel Rx Request Details - Cancel Request Information

Cancel R_x Response Message Details View

The Pharmacy user may select the Cancel R_x Response message from the Holding Queue to view the message details in the Message Details View.

- 1. From the eR_x Holding Queue List screen, type <MV> Message View.
- 2. Type Cancel Response.

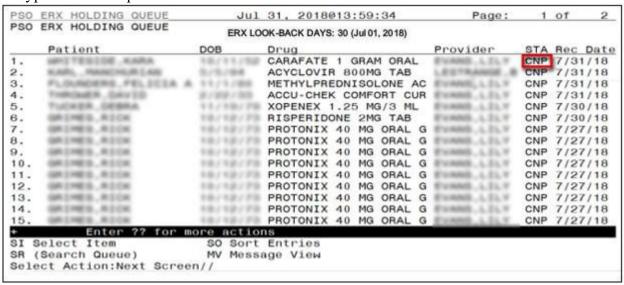


Figure 5-5: Holding Queue List View - Cancel Response

3. Select the desired record from the list.

The Cancel R_x Response message details display.

```
Jul 31, 2018@14:00:14
eRx Holding Queue Display
                                                   Page:
eRx Patient:
eRx Reference #: V22207
CANCELRXRESPONSE
eRx Status: CANCEL RESPONSE PROCESSED
Last New Rx status: N - NEW
eRx Patient:
                                                DOB:
eRx Provider:
                                                NPI:
eRx Drug: CARAFATE 1 GRAM ORAL TABLET
               eRx Refills:
                               eRx Days Supply:
                                                 eRx Date: JUL 31, 2018
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: Rx was never dispensed. Canceled at Pharmacy
        Enter ?? for more actions
                     VM (VALIDATE PROVIDER)
VP (VALIDATE PATIENT)
                                            VD (VALIDATE DRUG/SIG)
 Print
                     RJ (Reject)
                                            AC (Accept eRx)
Н
  (Hold)
                     UH_(Un Hold)
                                            RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-6: Cancel Rx Response Details

Cancel R_x Process

The Cancel R_x Process involves auto-Canceling an original New R_x in the Holding Queue and auto-Discontinuing the record in the Outpatient Profile if it is already processed from the Holding Queue. In most cases, the system also sends an Approved Cancel R_x Response.

In some scenarios, the user must manually discontinue the prescription in the Outpatient Profile and then send a manual Approved Cancel R_x Response at the time of acknowledging the request.

If the user is unable to locate the original New R_x and/or if the user is not going to cancel/discontinue the prescription, the user may send a manual Denied Cancel R_x Response.

If a manual Approved Cancel R_x Response, an automated Approved Cancel R_x Response, or a manual Denied Cancel R_x Response is sent successfully from VistA, the status of the Cancel R_x Response is marked CNP (Cancel Response Processed). If the Cancel R_x Response is not successfully sent from VistA to the eR_x Transaction Hub, then the corresponding Cancel R_x Request is marked CAX (Cancel Response from VistA Unsuccessful). CNP is a non-actionable status and CAX is an actionable status. They can be retrieved in the Holding Queue using <MV>Message View or <SR> Search actions.

Cancel R_x Process - eR_x Records in the Holding Queue

When a Cancel R_x Request is received, the eR_x Transaction Hub sends the record to the Holding Queue. There are scenarios that apply both when there is no matching New R_x record for the Cancel R_x Request received and when there is a matching New R_x record for the Cancel R_x Request received.

No Matching New R_x or No Auto-Cancel

The following scenarios apply when there is no matching New R_x record for the Cancel R_x Request received:

- If there is no matching New R_x in the eR_x Transaction Hub, the request is received and displayed in the Holding Queue's list view in status CAP (Cancel Paper R_x or Faxed R_x).
- When the Cancel R_x Request is received in the Holding Queue but does not auto-Cancel a record, it is marked with the status CAR (Cancel Request Received).

In cases where the Cancel R_x Request status is marked as CAR or CAP, the user must acknowledge the requests and send out manual Approved or Denied Cancel R_x Responses.

The following table provides the Cancel R_x Request statuses before and after Acknowledging, Cancel R_x Response status, and the information sent back to the requesting non-VA provider on Approved and Denied Cancel R_x Responses.

Table 10: Cancel Rx Request and Response

Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
CAR (CANCEL REQUEST RECEIVED)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
CAP (CANCEL PAPERRX OR FAXED RX)	CAA	CNP	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

For more information on ACK Acknowledge action, please refer to Acknowledge: Hidden Action for Cancel R_x Request section in this guide.

To view a Cancel R_x Request details screen, select the desired record from the Holding Queue.



Figure 5-7: Holding Queue List View - CAP

The details screen displays the eR_x information along with the Cancel R_x Request information.

```
Jul 31, 2018@13:45:41
eRx Holding Queue Display
                                             Page:
                                                    1 of
eRx Patient:
eRx Reference #: 34739
CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX
eRx Patient:
                                          DOB:
eRx Provider:
                                          NPI:
eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60
              eRx Refills: PRN eRx Days Supply: 30 eRx Date: JUL 31, 2018
eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
      hours, 5 times daily
```

Figure 5-8: CAP Details Screen 1

```
eRx Holding Queue Display
                               Jul 31, 2018@13:45:48
                                                              Page:
                                                                        1 of
eRx Patient:
eRx Reference #: 34739
eRx Provider:
                                                          NPI: 1225015175
eRx Drug: ACYCLOVIR 800MG TAB
eRx Qty: 60 eRx Refills: PRN eRx Days Supply: 30 eRx Date: JUL 31, 2018 eRx Sig: The usual recommended adult dosage is 800 mg administered every 4
         hours, 5 times daily
Request Status: CANCEL PAPER RX OR FAXED RX
Requested By:
Request Date/Time: JUL 31, 2018@13:44:26
Original eRx not found in Hub and/or in Vista.
Request Comments:
         Enter ?? for more actions
   (VALIDATE PATIENT)
                          VM (VALIDATE PROVIDER)
                                                     VD (VALIDATE DRUG/SIG)
                          RJ (Reject)
  Print
                                                     AC (Accept eRx)
                          UH (Un Hold)
  (Hold)
                                                     RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-9: CAP Details Screen 2

Matching New Rx Prescription found

When the Cancel R_x Request is received in the Holding Queue and finds a matching New R_x record to be canceled, the status of the New R_x record changes to CAN (Original eR_x Canceled in Holding Queue), from its previously known status: N, I, W, H**, RJ or RM. (H** refers to one of the Hold statuses). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

Automated Approved Cancel R_x Responses

Table 11: Scenarios for Automated Approved Cancel Rx Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
N (NEW)	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.
RJ (REJECTED)	CAO	CNP	Rx was never dispensed. Rejected at Pharmacy.

To view an Automated Cancel R_x Response details screen, select the desired record from the Holding Queue.

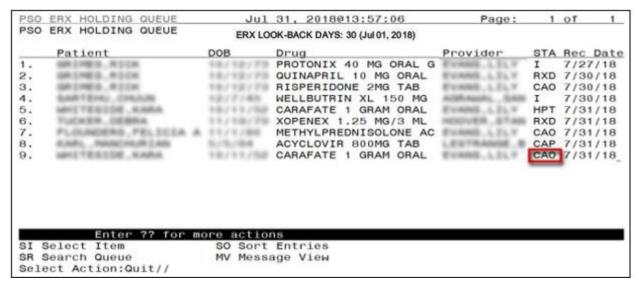


Figure 5-10: CAO Status in Holding Queue List View

The details screen displays the eR_x information along with the Cancel R_x Request information.

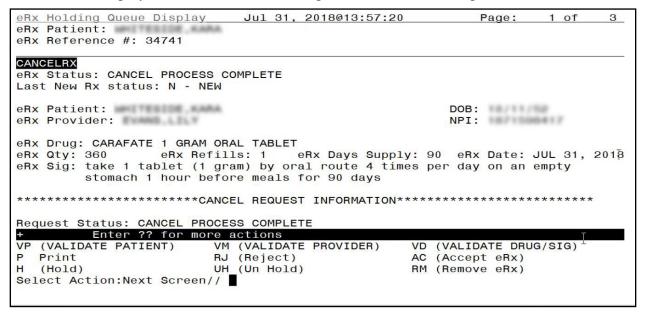


Figure 5-11: CAO Details Screen 1

As the user continues to scroll, the Cancel Response Information displays.

```
Jul 31, 2018@13:57:42
eRx Holding Queue Display
                                                     Page:
                                                             2 of
eRx Patient:
eRx Reference #: 34741
Request Comments:
Comments By:
Comments Date/Time:
APPROVED
Response Status:
Request/Response Type: APPROVED
Response: Rx was never dispensed. Canceled at Pharmacy
Response by: PSOAPPLICATIONPROXY, PSO
Response Date/Time: JUL 31, 2018@13:56:49
Response Comments:
        Enter ?? for more actions
  (VALIDATE PATIENT)
                      VM (VALIDATE PROVIDER)
                                                (VALIDATE DRUG/SIG)
P Print
                      RJ (Reject)
                                             AC (Accept eRx)
                      UH_(Un Hold)
                                             RM (Remove eRx)
  (Hold)
Select Action: Next Screen//
```

Figure 5-12: CAO Details Screen 2

Manual Approved or Denied Cancel R_x Responses

Table 12: Scenarios for Manual Approved or Denied Cancel Rx Responses

New Rx Status	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
I (IN PROCESS)	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
H** (Hold Status)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
W (WAIT)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
RM (REMOVED)	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

To view a manually approved Cancel R_x Response details screen, select the desired record from the Holding Queue.

	ERX HOLDING QUEUE	Jul	31, 2018@14:04:42	Page:	1	of	1
PSO	ERX HOLDING QUEUE	ERX LO	OK-BACK DAYS: 30 (Jul 01, 2018)				
	Patient	DOB	Drug	Provider	STA	Rec I	ate
1.	GRIDNES, RECK	18/18/75	PROTONIX 40 MG ORAL G	EVANOS LES T	I	7/27/	118
2.	GROMES, ROOK	10/12/79	QUINAPRIL 10 MG ORAL	EVANS. LELY	RXD	7/30/	18
3.	GREMES, RICK	10/12/70	RISPERIDONE 2MG TAB	EVAND., L.D., Y.	CAO	7/30/	18
4.	SARTENG, CHUUN	12/7/45	WELLBUTRIN XL 150 MG	ASPLANAL , SAN	I	7/30/	118
5.	TUCKER, DEBRA	11/10/79	XOPENEX 1.25 MG/3 ML	HOOVER, STAN	RXD	7/31/	18
8.	PLOUMDERS. PELICIA A	11/1/00	METHYLPREDNISOLONE AC	EVAND. LELY	CAO	7/31/	118
7.	KOMPU, MARKOHOR CARL	5/5/64	ACYCLOVIR 800MG TAB	LESTRANGE, B	CAP	7/31/	18
3.	MATTERZIE - KANA	10/11/50	CARAFATE 1 GRAM ORAL	EVANS. J. St. 9	CAO	7/31/	18
9.	MANUAL BELLEVILLE	10/11/52	CARAFATE 1 GRAM ORAL	EVAND. LELY	CAH	7/31/	118
					_		
	Enter ?? for me	one action	3.6				
SI S	Select Item		Entries				
	Search Queue		age View				
	ect Action:Quit//	114 110001	age race				

Figure 5-13: CAH Status in Holding Queue List View

The details screen displays the eR_x information along with the Cancel R_x Request information. In the example below, the Last New Rx Status displays as I - In Process.

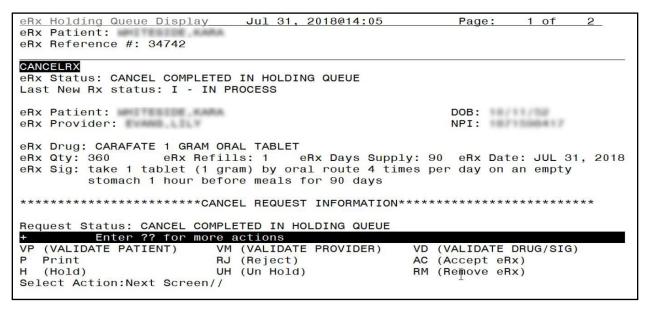


Figure 5-14: CAH Details Screen

Cancel R_x Process - eR_x Records in Outpatient Profile

When the Cancel R_x Request is received in the Holding Queue for a New R_x record to be canceled, and the status of the New R_x record is PR (Processed), an entry exists on the Outpatient side, the status changes to CAN (Original eR_x Canceled in Holding Queue). Once the original prescription is marked CAN, it is not an actionable entry and will not be displayed in the Holding Queue's list view.

When the New R_x is in one of the statuses as specified in the table below, an automated Approved Cancel R_x Response is sent outbound after auto-Discontinuing the Prescription in OP. The Activity log for the prescription captures the auto-Discontinue activity from this process.

Automated Approved Cancel R_x Responses

Table 13: Scenarios for Automated Approved Cancel Rx Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Response Status	Automated Approved Cancel Rx Response >> Note
Active	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCEL RESPONSE PROCESSED)	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Pending	CAO	CNP	Rx was never dispensed. Canceled at Pharmacy.
Discontinued	CAO	CNP	Prescription is already discontinued at the Pharmacy.
Refill	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Suspended	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Expired	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued by Provider	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Discontinued (Edit)	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)
Provider Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Refills Remaining:0 (Example only)

Navigate to the patient Medication Profile and select the desired eR_x record.

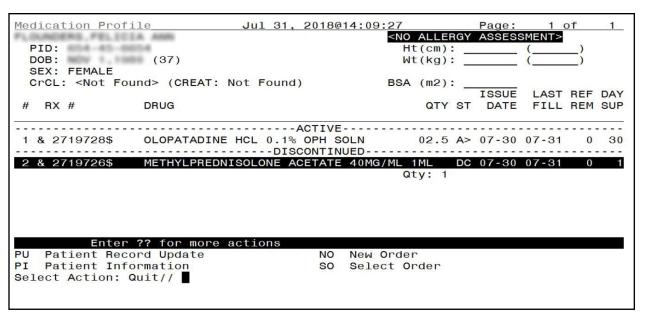


Figure 5-15: Medication Profile

The Rx Activity Log displays.

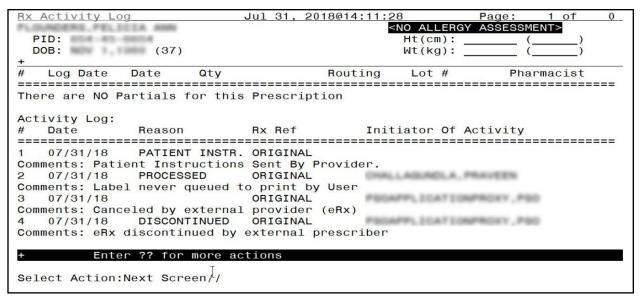


Figure 5-16: R_x Activity Log 1

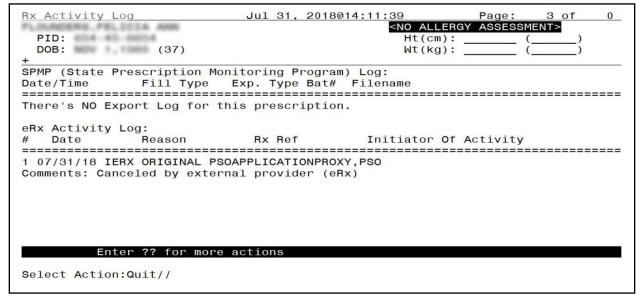


Figure 5-17: Rx Activity Log 2

The details of the Cancel R_x can be viewed in the Holding Queue on the Cancel R_x Details screen.

```
3
eRx Holding Queue Display
                         Jul 31, 2018@14:08:46
                                                    Page:
                                                            1 of
eRx Patient:
eRx Reference #: 34737
CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Current Status Details: First Fill:7/31/18, Last Fill:7/31/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED
eRx Patient:
                                                 DOB:
eRx Provider:
                                                 NPI:
eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Qty: 1
               eRx Refills: 0
                             eRx Days Supply: 1
                                                 eRx Date: JUL 31, 2018
eRx Sig: SHAKE WELL AND INJECT 1 ML (40MG) IM INTO MUSCLE IN CLINIC
Enter ?? for more actions
                      VM (VALIDATE PROVIDER)
VP (VALIDATE PATIENT)
                                            VD (VALIDATE DRUG/SIG)
  Print
                      RJ (Reject)
                                               (Accept eRx)
  (Hold)
                      UH (Un Hold)
                                            RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-18: Cancel Rx Details Screen in Holding Queue 1

As the user continues to scroll, the section for Cancel Request Information displays.

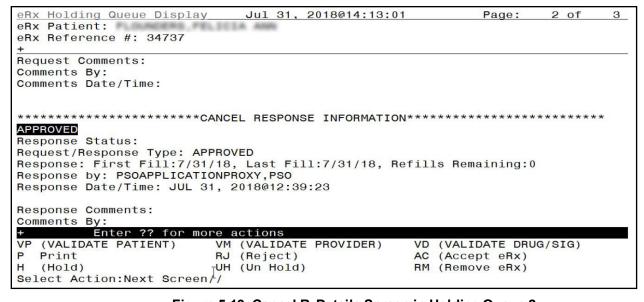


Figure 5-19: Cancel Rx Details Screen in Holding Queue 2

The New R_x Details screen includes an eRx status stating, "Original eRx Canceled in the Holding Queue".

```
eRx Holding Queue Display
                      Jul 31, 2018@14:13:23
                                              Page:
                                                     1 of
eRx Patient:
eRx Reference #: 34731
NEWRX
eRx Status: ORIGINAL ERX CANCELED IN THE HOLDING QUEUE
eRx Patient:
                                           DOB:
Vista Patient[v]:
                                           DOB:
                                           NPI:
eRx Provider:
Vista Provider[v]:
                                           NPI:
eRx Drug: METHYLPREDNISOLONE ACETATE 40MG/ML INJ
eRx Date: JUL 31, 2018
Vista Drug[v]: METHYLPREDNISOLONE ACETATE 40MG/ML 1ML
                                         Vista Days Supply: 1
                    Vista Refills: 0
      Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER)
                                       VD (VALIDATE DRUG/SIG)
P Print
                   RJ (Reject)
                                       AC (Accept eRx)
 (Hold)
                   TUH (Un Hold)
                                       RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-20: New Rx Details Screen

In addition to the above scenarios, the following also go through the same workflow in the case of an 'Active' Prescription being auto-Discontinued by a Cancel R_x Request:

- Auto-Cancel on New eR_xs in the Holding Queue in PR status, when there is an outstanding Denied Refill Response in the Holding Queue.
- Auto-Cancel on New eR_x s in the Holding Queue in PR status, when corresponding eR_x record is also in Outpatient with a subsequent electronic renewal fill.
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved or Approved with Changes Refill Response not in the Holding Queue's List View.
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Changes Refill Response has been AC Accepted in the Holding Queue).
- Auto-Cancel on New eR_xs in the Holding Queue in PR status and in Outpatient, when there is an outstanding Approved with Changes Refill Response in the Holding Queue's List View (Approved with Change Refill Response has not been <AC> Accepted in the Holding Queue).

Manual Approved or Denied Cancel R_x Responses

When eR_xs are renewed within VA using either RN function or using CPRS Renewal, the eR_x is deemed as a VA Prescription. The '&' symbol used to denote eR_x Prescriptions separately in OP does not display against such Prescriptions anymore. When Cancel R_x Requests are sent for New R_x Prescriptions that are taken over by VA, the system will not auto-Discontinue the Prescriptions in OP. However, the corresponding Holding Queue New R_x record is changed to CAN status and the Cancel R_x Request will be marked CAH, indicating that there is user intervention required.

Table 14: Scenarios for Manual Approved or Denied Cancel Rx Responses

New Rx Prescription Status in OP	Cancel Rx Request Status (Before ACK)	Cancel Rx Request Status (After ACK)	Cancel Rx Response Status (After ACK)	Manual Approved Cancel Rx Response >> Note	Manual Denied Cancel Rx Response >> Denial Reason
Prescription renewed in VA using RN function	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCEL REQUEST ACKNOWLEDGED)	CNP (CANCEL RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Prescription renewed using CPRS Renewal	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Deleted	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Drug Interactions	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Non-Verified	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

```
eRx Holding Queue Display
                            Jul 31, 2018@14:21:05
                                                          Page:
eRx Patient:
eRx Reference #: 34743
CANCELRX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Current Status Details: eRx was renewed within the VA.
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED
eRx Patient:
                                                      DOB:
eRx Provider:
                                                      NPI:
eRx Drug: PROTONIX 40 MG ORAL GRANULES DR FOR SUSP IN PACKET
eRx Qty: 90 eRx Refills: 3 eRx Days Supply: 90 eRx Date: JUL 31, 2018 eRx Sig: take 1 packet (40 mg) mixed in 1 teaspoonful of applesauce or apple
        juice by oral route once daily for 90 days
Enter ?? for more actions
  (VALIDATE PATIENT)
                        VM (VALIDATE PROVIDER)
                                                 VD (VALIDATE DRUG/SIG)
 Print
                        RJ (Reject)
                                                 AC (Accept eRx)
  (Hold)
                        UH (Un Hold)
                                                 RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-21: Cancel Completed in Holding Queue

Cancel R_x Request Failed (CAF)

Cancel R_x Failed (CAF) is an actionable status used for Cancel R_x process when a failure occurs. One scenario is when the Outpatient Profile of a patient is locked in OERR and the system is attempting to auto-discontinue an eR_x .

Table 15: Scenarios for Cancel Rx Failed

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
1	When a user selects an Active eRx from OP and locks it, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.
2	When a user selects a Pending eRx from OP and locks it, and at the same time a Cancel Rx Request is sent	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAF in the Holding Queue.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

#	Scenario	Lock in OERR	Lock in Backdoor Orders >> Edit Mode	Lock in Backdoor Orders
	for that prescription.			
3	When a user selects an eRx from OP that is on Hold, and at the same time a Cancel Rx Request is sent for that prescription.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The Cancel Rx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

Cancel R_x Request Received (CAR)

Cancel R_x Request Received is an actionable status used for Cancel R_x process when a New eR_x record in PR status in the Holding Queue is successfully canceled. However, the corresponding eR_x in OP could not be auto-discontinued because the patient on the New eR_x record did not match the VistA patient in the Outpatient record. In this case, no automated Cancel R_x Response is sent. The user must acknowledge and send a manual response.

Inbound Error - CNE

Inbound Error message is the NCPDP 10.6 format for Inbound Error message received in VistA under situations including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a Cancel R_x Response sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved but not displayed in the Holding list view, with the status CNE (Cancel Response/Inbound Error). This is not an actionable entry and does not require the user to acknowledge it.

Acknowledge: Hidden Action for Cancel R_x Request

When a Cancel R_x Request is displayed in the Holding Queue's list view, it is in an actionable status. The user can use the hidden action <**ACK**> Acknowledge to review and remove it from the list view. For a full list of Cancel Request statuses, please refer to Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type in Appendix B. of this guide.

Acknowledge: Automated Cancel Rx Response Sent

In cases in which the automated Cancel R_x Response has already been sent to the requesting non-VA Provider, the user does not have the ability to select the response type and send it out. This applies to the Cancel R_x Request records in the Holding Queue's list view, in CAO (Cancel Completed in Holding Queue) actionable status only.

To Acknowledge a Cancel R_x Request:

1. Select the Cancel R_x Request from the Holding Queue.

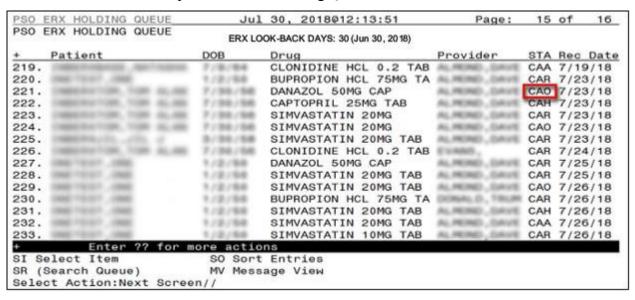


Figure 5-22: Holding Queue – eRxin CAO Status

2. Enter <??> to display additional actions.

```
eRx Drug: DANAZOL 50MG CAP
                  eRx Refills: 0
eRx Qty: 60
                                     eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY
Request Status: CANCEL PROCESS COMPLETE
Requested By:
         Enter ?? for more actions
  Print
                          RJ (Reject)
                                                     AC (Accept eRx)
                          UH (Un Hold)
H (Hold)
                                                     RM (Remove eRx)
The following actions are also available:
     Previous Screen GO Co
    Next Screen
                                                           Quit
    Previous Screen GO Go to rage
Up a Line RD Re Display Screen
Down a Line PS Print Screen
Shift View to Right PL Print List
Shift View to Left SL Search List
                                                           Add Comment
                                                     ACK Acknowledge
UP
DN
                                                          JUMP TO OP
FS
                          ADPL Auto Display(On/Off)
    First Screen
Type <Enter> to continue or '^' to exit:
```

Figure 5-23: Additional Action - ACK

- 3. Enter <ACK>.
- 4. Enter **Yes** to acknowledge the record.

```
eRx Reference #: 8794
Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED
eRx Patient:
                                                 DOB:
eRx Provider:
                                                 NPI:
eRx Drug: DANAZOL 50MG CAP
eRx Qty: 60
                eRx Refills: 0
                               eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY
Request Status: CANCEL PROCESS COMPLETE
Requested By:
        Enter ?? for more actions
VP (VALIDATE PATIENT)
                      VM (VALIDATE PROVIDER)
                                             VD (VALIDATE DRUG/SIG)
P Print
                      RJ (Reject)
                                             AC (Accept eRx)
                      UH (Un Hold)
// ACK ACK
                                             RM (Remove eRx)
  (Hold)
Select Action:Next Screen// ACK
Would you like to acknowledge this record?
Enter Yes or No: N//
```

Figure 5-24: Acknowledge Record

The Cancel R_x Request is acknowledged and Status is changed to CAA in the Holding Queue.

PSO	ERX HOLDING	QUEUE	Jul	30, 2018@12:17:15	Page:	15	of	16
PSO	ERX HOLDING	QUEUE	ERX LO	OK-BACK DAYS: 30 (Jun 30, 2018)				
+	Patient		DOB	Drug	Provider	STA	Rec	Date
219.	The second second	App C records	7.46.00	CLONIDINE HCL 0.2 TAB	AL MARKS SHOW	CAA	7/19	1/18
220.	DMC70107_200		310100	BUPROPION HCL 75MG TA	ALMOND, DRUG	CAR	7/23	3/18
221.	ST. STATE OF		D. Fr. 191	DANAZOL 50MG CAP	COLUMN TWO IS NOT	CAA	7/23	1/18
222.	THE REAL PROPERTY.	100 10.00	7.700.700	CAPTOPRIL 25MG TAB	1, No. 1, 1911	CAH	7/23	3/18
223.	Debtor of Total Co.	100 41.40	7 - 55 - 50	SIMVASTATIN 20MG	N. MOND. DOVI	CAR	7/23	3/18
224.	Debto Stationer, 7	100 41.46	7 - 50 - 50	SIMVASTATIN 20MG	No. MORRO. James	CAO	7/23	1/18
225.	INDERSONAL PROPERTY.		0.00.00	SIMVASTATIN 20MG TAB	N. ADDRO. GALLEY	CAR	7/23	1/18
226.	Delication Code, 7	100 51.00	F-96-98	CLONIDINE HCL 0.2 TAB	CHARGO.		7/24	
227.	2007 1207 - 100			DANAZOL 50MG CAP	As Allega . Server		7/25	
228.	DEC 101 - 100			SIMVASTATIN 20MG TAB	N. ROSS. Janes	CAR	7/25	118
229.				SIMVASTATIN 20MG TAB	N. MOND. About		7/26	
230.	BE 101 . SE			BUPROPION HCL 75MG TA	Miller A. Physic		7/26	
231.	DEC 10.00			SIMVASTATIN 20MG TAB	ALMERO, MAIN		7/26	
232.	BE 101 . NO			SIMVASTATIN 20MG TAB	AL MORE, CALL		7/26	
233.	REST. 101			SIMVASTATIN 10MG TAB	N. ADMID., CALLE		7/26	
+		?? for mo	re actio			-		
SI S	Select Item			Entries				
	Search Queue	- 1		age View				
	ect Action:Ne			-9- 11-11				

Figure 5-25: Holding Queue - CAA Status

When viewing the details of the record, the status of the Cancel R_x Request displays as "Cancel Request Acknowledged".

```
eRx Holding Queue Display
                         Jul 30, 2018@12:16:34
                                                   Page:
                                                           1 of
                                                                 3
eRx Patient:
eRx Reference #: 8794
Current Status Details: First Fill:7/23/18, Last Fill:7/23/18, Refills Remaining
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED
                                               DOB:
eRx Patient:
eRx Provider:
                                               NPI:
eRx Drug: DANAZOL 50MG CAP
               eRx Refills: 0
                               eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Qty: 60
eRx Sig: TAKE 1 TABLET TWICE A DAILY
Request Status: CANCEL REQUEST ACKNOWLEDGED
Requested By:
        Enter ?? for more actions
                                           VD (VALIDATE DRUG/SIG)
VP (VALIDATE PATIENT)
                      VM (VALIDATE PROVIDER)
 Print
                      RJ (Reject)
                                           AC (Accept eRx)
  (Hold)
                                           RM (Remove eRx)
                     UH (Un Hold)
Select Action:Next Screen//
```

Figure 5-26: Cancel Request Acknowledged

Acknowledge: No Automated Cancel R_x Response Sent

In cases in which no automated Cancel R_x Response has been sent to the requesting non-VA Provider, the user has the ability to select the response type and send it out. This applies to the Cancel R_x Request records in the Holding Queue's list view, in the following actionable statuses only:

• CAR (Cancel Request Received)

- CAP (Cancel Paper R_x or Faxed R_x)
- CAH (Cancel Completed in Holding Queue)
- CAX (Cancel Response from VistA Unsuccessful)
- CAF (Cancel Process Failed)

To Acknowledge a Cancel R_x Request:

1. Select the Cancel R_x Request from the Holding Queue.

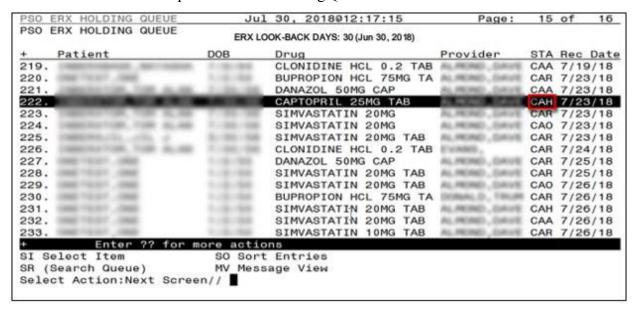


Figure 5-27: Holding Queue – eRx in CAH Status

2. Enter <??> to display additional actions.

```
Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By:
Request Date/Time: JUL 23, 2018@14:20:13
Request Comments:
Comments By:
Comments Date/Time:
          Enter ?? for more actions
   Print
                                                          AC (Accept eRx)
                             RJ (Reject)
H (Hold)
                             UH (Un Hold)
                                                          RM (Remove eRx)
The following actions are also available:
     Next Screen
Previous Screen
Up a Line
Down a Line
RD available:
LS Last Screen
GO Go to Page
RD Re Display S
                                                                Quit
                                                                Add Comment
                                                          AD
                                                          ACK
UP
                                  Re Display Screen
                                                                Acknowledge
                            PS Print Screen
DN
     Shift View to Right PL Print List
                                                          JO
                                                                JUMP TO OP
     Shift View to Left SL
                                  Search List
FS
     First Screen
                             ADPL Auto Display(On/Off)
Type <Enter> to continue or '^' to exit:
```

Figure 5-28: Additional Action - ACK

- 3. Enter <ACK>.
- 4. Select the response type, <A> Approved or <D> Denied.

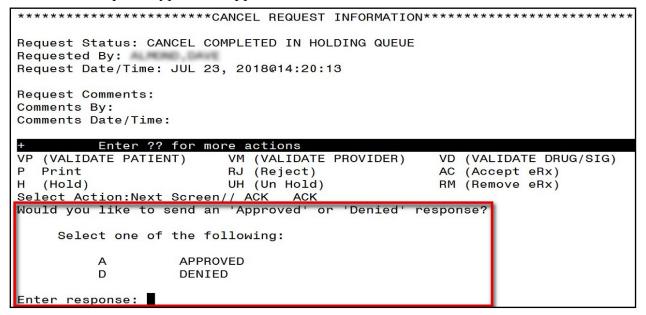


Figure 5-29: Select Response Type

5. Enter **Yes** to acknowledge the record.

```
Request Status: CANCEL COMPLETED IN HOLDING QUEUE
Requested By:
Request Date/Time: JUL 23, 2018@14:20:13
Request Comments:
Comments By:
Comments Date/Time:
          Enter ?? for more actions
   (VALIDATE PATIENT)
                              (VALIDATE PROVIDER)
                                                         (VALIDATE DRUG/SIG)
P
                                                      AC
  Print
                           RJ (Reject)
                                                         (Accept eRx)
   (Hold)
                           UH (Un Hold)
                                                         (Remove eRx)
Select Action: Next Screen// ACK
                                   ACK
Would you like to send an 'Approved' or 'Denied' response?
     Select one of the following:
                    APPROVED
                    DENIED
Enter response: APPROVED
Would you like to acknowledge this record?
Enter Yes or No: N// Yes
```

Figure 5-30: Acknowledge Record

The Cancel R_x Request is acknowledged and the Status is changed to CAA in the Holding Queue.

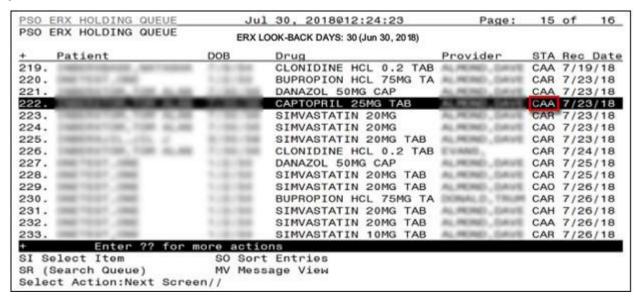


Figure 5-31: Holding Queue - CAA Status

When viewing the details of the record, the status of the Cancel R_x Request displays as "Cancel Request Acknowledged".

```
eRx Holding Queue Display Jul 30, 2018@12:23:40
                                                    Page:
                                                            1 of
eRx Patient:
eRx Reference #: 8797
eRx Drug: CAPTOPRIL 25MG TAB
eRx Qty: 30 eRx Refills: 0
                               eRx Days Supply: 30 eRx Date: JUL 23, 2018
eRx Sig: TAKE ONE TABLET A DAY ON AN EMPTY STOMACH
Request Status: CANCEL REQUEST ACKNOWLEDGED
Request Date/Time: JUL 23, 2018@14:20:13
Request Comments:
Comments By:
Comments Date/Time:
        Enter ?? for more actions
                      VM (VALIDATE PROVIDER)
  (VALIDATE PATIENT)
                                             VD (VALIDATE DRUG/SIG)
  Print
                      RJ (Reject)
                                             AC (Accept eRx)
                      UH_(Un Hold)
  (Hold)
                                             RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5-32: Cancel Request Acknowledged

Add Comments: Hidden Action for Cancel R_x Request/Response

There is a free-text Comment field in the Message Details view for Cancel R_x Request and Response messages. This field allows users to enter additional comments on the Cancel R_x Request and Response messages. To add a comment:

- 1. Type action $\langle AD \rangle$.
- 2. Type Request/Response comments.

```
eRx Patient: ONETEST, ONE
eRx Reference #: 8892
CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: PR - PROCESSED
Outpatient Prescription status: DISCONTINUED
eRx Patient: ONETEST, ONE
                                                    DOB: 1/2/58
eRx Provider:
                                                    NPI: 1472583693
eRx Drug: SIMVASTATIN 20MG TAB
                eRx Refills: 0
                                 eRx Days Supply: 30 eRx Date: JUL 26, 2018
eRx Qty: 60
eRx Sig: TAKE 1 TABLET TWICE A DAILY
Request Status: CANCEL PROCESS COMPLETE
        Enter ?? for more actions
VP (VALIDATE PATIENT)
                       VM (VALIDATE PROVIDER)
                                                VD (VALIDATE DRUG/SIG)
                       RJ (Reject)
UH (Un Hold)
                                                AC (Accept eRx)
P Print
  (Hold)
                                                RM (Remove eRx)
Select Action:Next Screen// AD AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE FOR USER MANUAL
```

Figure 5-33: Add Comments

3. Select < Enter >.

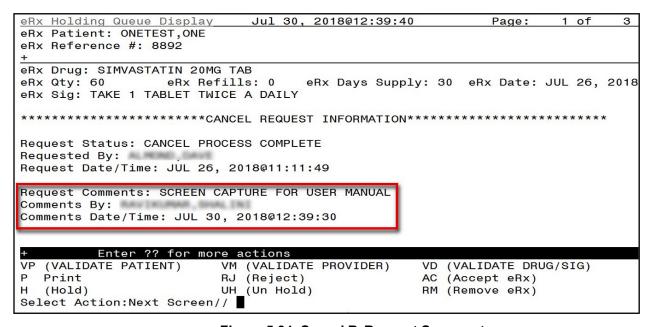


Figure 5-34: Cancel Rx Request Comments

The name of the user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the existing comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

4. Type action <**AD**>.

5. Replace with updated comments.

```
eRx Reference #: 8892
eRx Drug: SIMVASTATIN 20MG TAB
eRx Qty: 60
                eRx Refills: 0
                                eRx Days Supply: 30 eRx Date: JUL 26, 2018
eRx Sig: TAKE 1 TABLET TWICE A DAILY
Request Status: CANCEL PROCESS COMPLETE
Requested By:
Request Date/Time: JUL 26, 2018@11:11:49
Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By:
Comments Date/Time: JUL 30, 2018@12:39:30
        Enter ?? for more actions
                       VM (VALIDATE PROVIDER)
                                               VD (VALIDATE DRUG/SIG)
  (VALIDATE PATIENT)
P Print
                       RJ (Reject)
                                               AC (Accept eRx)
                       UH (Un Hold)
                                               RM (Remove eRx)
н
  (Hold)
Select Action:Next Screen// AD AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE FOR USER MANUAL
 Replace ... With SECOND ATTEMPT
```

Figure 5-35: Cancel Rx Request Comments

6. Select < Enter>.

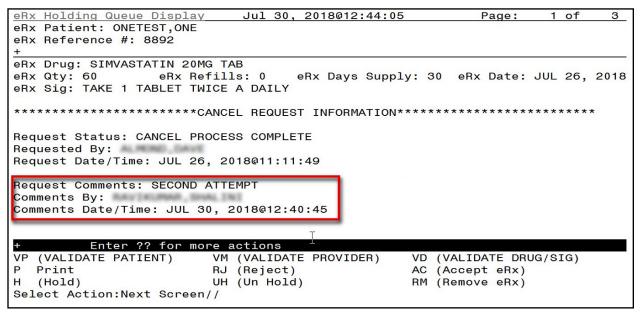


Figure 5-36: Cancel R_x Request Comments Updated

APPENDIX A. ACRONYMS AND ABBREVIATIONS

The table below defines the acronyms referenced in this document.

Table 16: Acronyms and Abbreviations

Term	Description
AITC	Austin Information Technology Center
CH	Change Healthcare
CHAMPVA	Civilian Health and Medical Program of the VA
CPRS	Computerized Patient Record System
CSV	Comma-separated value
DAS	Data Access Service
DEA	Drug Enforcement Administration
DME	Durable Medical Equipment
DOB	Date of Birth
DoD	Department of Defense
E&E	Enrollment & Eligibility
EHR	Electronic Health Record
ES	Enrollment System
HIN	Holder Identification Number
ePA	Electronic Prior Authorization
eR _x	ePrescription
ESD	Enterprise Service Desk
FQDN	Fully Qualified Domain Name
IEP	Inbound ePrescribing
MbM	Meds by Mail
MVI	Master Veteran Index
NAIC	North American Industry Classification
NAICS	North American Industry Classification System
NCPDP	National Council for Prescription Drug Programs
NDC	National Drug Code
NPI	National Provider Identifier
OIT	Office of Information & Technology
OP	Outpatient Pharmacy
РВМ	Pharmacy Benefits Management
PCS	Patient Care Services
PIN	Personal Identification Number

Term	Description
POC	Point of Contact
PPO	Program Planning Oversight
PRE	Pharmacy Reengineering
PHI	Protected Health Information
PHR	Personal Health Record
PII	Personal Identifiable Information
PIV	Personal Identification Verification
PRE	Pharmacy Reengineering
SSN	Social Security Number
Tech	Technician
UI	User Interface
UPN	Universal Product Number
UPC	Universal Product Code
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VDL	VA Documentation Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

APPENDIX B. HOLDING QUEUE STATUS CODES & DESCRIPTIONS

Table 17: Holding Queue Status Codes & Descriptions for New Rx Message Type

Status Code	Description	Actionable Status in the Holding Queue
N	N/New: Status of the eR _x when it first arrives in the Holding Queue and has not been acted upon in any way.	Yes
I	I/In Process: Status of the eR _x when a user has taken an action on the eR _x in the Holding Queue, including via the automatic patient or provider validation process.	Yes
W	W/Wait: Status of the eRx when a user has completed all 3 validations (Accept Validation/AV), on Patient, Provider and Drug/SIG, and has not yet completed the Accept (AC) action to process the eRx into the Pending Queue.	Yes
HPT	PATIENT NOT FOUND	Yes
HPD	PROVIDER NOT FOUND	Yes
HNF	NON-FORMULARY DRUG THAT NEEDS APPROVAL	Yes
HSO	INSUFFICIENT STOCK	Yes
HDI	DRUG-DRUG INTERACTION	Yes
HAD	ADVERSE DRUG INTERACTION	Yes
НВА	BAD ADDRESS	Yes
HPC	PROVIDER CONTACTED	Yes
HPA	PRIOR APPROVAL NEEDED	Yes
HOR	OTHER REASON	Yes
HPP	PATIENT CONTACTED	Yes
HPR	HOLD DUE TO PATIENT REQUEST	Yes
HQY	QUANTITY OR REFILL ISSUE	Yes

Status Code	Description	Actionable Status in the Holding Queue
RJ	RJ/Rejected: Status of the eR _x when it has been rejected by a user. A message is sent back to the external provider indicating the eR _x was rejected and the reason for rejection. Refer to the various reject reasons below.	No
RM	RM/Removed: Status of the eRx when it has been removed by a user. Note that a message is NOT sent back to the external provider when an eRx is removed. Refer to the various remove reasons below.	No
CAN	Original eRx Canceled in Holding Queue	No

Table 18: Holding Queue Status Codes & Descriptions for Refill Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRN	REFILL REQUEST - NEW	No
RRC	REFILL REQUEST COMPLETE	No
RRP	REFILL REQUEST PROCESSED	No
RRX	REFILL REQUEST EXPIRED (Refill Request message changes to "Expired" status if a response is not received after two weeks)	No
RRR	REFILL REQUEST RESPONSE RECEIVED	No
RRE	REFILL REQUEST ERROR	No

Table 19: Holding Queue Status Codes & Descriptions for Refill Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
RXN	REFILL RESPONSE - NEW	Yes
RXP	REFILL RESPONSE PROCESSED	No
RXC	REFILL RESPONSE COMPLETE	No
RXD	REFILL RESPONSE DENIED/DNTF	Yes
RXW	REFILL RESPONSE WAITING	Yes
RXA	REFILL RESPONSE ACKNOWLEDGED	No
RXF	REFILL RESPONSE FAILED	Yes

Table 20: Holding Queue Status Codes & Descriptions for Cancel Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
CAA	CANCEL REQUEST ACKNOWLEDGED	No
CAH	CANCEL COMPLETED IN HOLDING QUEUE	Yes
CAO	CANCEL PROCESS COMPLETE	Yes
CAP	CANCEL PAPERRX OR FAXED RX	Yes
CAR	CANCEL REQUEST RECEIVED	Yes
CAX	CANCEL RESPONSE FROM VISTA UNSUCCESSFUL	Yes
CAF	CANCEL PROCESS FAILED	Yes

Table 21: Holding Queue Status Codes & Descriptions for Cancel Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
CNE	CANCEL RESPONSE/INBOUND ERROR	No
CNP	CANCEL RESPONSE PROCESSED	No
CNX	MANUAL OR AUTO-CANCEL RESPONSE NOT SENT	No

Table 22: Holding Queue Status Codes & Descriptions for Inbound Error Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRE	REFILL REQUEST ERROR	Yes
E	ERROR	No
CNE	CANCEL RESPONSE/INBOUND ERROR	No

Table 23: Reject Reason Codes (New Rx Message Only)

Status Code	Description		
PTT01	Patient not eligible		
PTT02	Cannot resolve patient		
PVD01	Provider not eligible		
PVD02	Cannot resolve provider		
DRU01	Not eligible for refills		
DRU02	Non-formulary drug		
DRU03	Duplicate prescription found for this patient		
DRU04	Invalid quantity		
DRU05	Duplicate therapeutic class		
DRU06	Controlled substances are disallowed		
ERR01	Multiple errors, please contact the pharmacy		
ERR02	Incorrect pharmacy		
ERR03	Issues with prescription, please contact the pharmacy		

Table 24: Remove Reason Codes (New Rx Message Only)

Status Code	Description
REM01	Drug out of stock or on backorder and unavailable for processing
REM02	Patient was not able to pick up
REM03	Prescription canceled by provider
REM04	Prescription processed manually
REM05	Provider will cancel this eRx and submit another
REM06	Unable to mail prescription and patient unable to pick up
REM07	Unable to contact patient
REM08	Unable to contact provider
REM91	Undefined system error
REM92	Other

APPENDIX C. NCPDP ERROR CODES

This appendix outlines common NCPD error codes and their descriptions, which will be visible in the Detail View of a message in the IEP web-based application.

Table 25: NCPDP Error Codes

Element Name	M/O	Datatype	Possible Values	Description
Code	М	String	600 601 602 900	6ØØ Communication problem - try again later 6Ø1 Receiver unable to process 6Ø2 Receiver System Error 9ØØ Transaction rejected
Description	0	String	001 002 003	ØØ1 Sender ID not on file. ØØ2 Receiver ID not on file. ØØ3 Invalid password for sender. ØØ4 Invalid password for receiver ØØ5 No password on file for sender. ØØ6 No password on file for receiver. ØØ7 Internal processing error has occurred. ØØ8 Request timed out before response could be received. ØØ9 Required segment UIB is missing. Ø1Ø Required segment UIH is missing. Ø11 Required segment UIT is missing. Ø12 Required segment UIZ is missing. Ø13 Unknown segment has been encountered.
Description	0	an (70)	Free text	

APPENDIX D. REFILL REQUEST PRECONDITIONS AND WARNINGS

This appendix outlines when warnings are triggered for an outbound Refill Request. A warning is received when:

- 1. Refills are remaining for the prescription; therefore a refill request cannot be created.
- 2. $\langle \mathbf{RR} \rangle$ is being used on a non-eR_x prescription.
- 3. <RR> is used on an eR_x that already has a Refill Request generated. Warning text will include the user who initiated the request, when each request was sent, any response received for the request or if it ended up in an ERROR scenario, and the number of requests sent in the last 30 days.
- 4. $\langle RN \rangle$ (Renew) function is initiated for an eR_x .
- 5. VistA SIG has more than 140 characters, the warning message displays, "The NCPDP 10.6 standard does not support communication with a SIG longer than 140 characters. Please use alternative methods to communicate with the provider, i.e. call the provider'.
- 6. Place Order # contains "S" or it is not a positive integer.
- 7. Prescription does not exist in File #52.
- 8. Orderable item is in Inactive status.
- 9. Prescription is in CMOP Transmission state.
- 10. Prescription has been expired for greater than 120 days.
- 11. Prescription has been discontinued for greater than 120 days.
- 12. Drug mismatch.
- 13. Invalid dosage.
- 14. Missing SIG.
- 15. Drug is no longer used by Outpatient Pharmacy.
- 16. DEA Special Handling filed has 1, 2, or W.
- 17. Schedule I Narcotic Drug.
- 18. Maximum number of renewals (26) has been reached.
- 19. Status in File #52 is 2, 5, 6, 11, 14.
- 20. R_x has Forward Order # field, 39.5 in File #52.
- 21. Same as previous, but checks cross-referenced AQ.
- 22. Titration Tapering Dose/Complex.